

FIG. 1

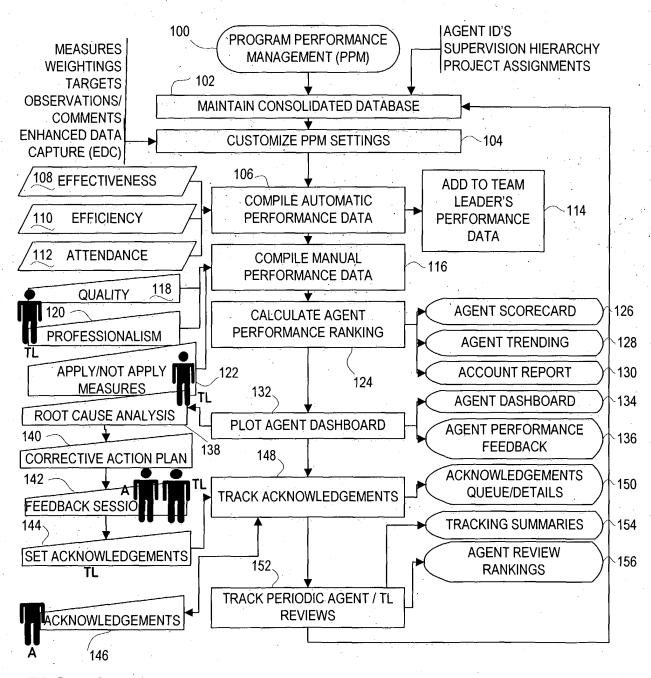


FIG. 2

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202 206	EMPLOYEE SCORECARD	PROJECT: WIDGETS	SOR: [I.M. BOSS V	07/01/20XX V	208 > 214	DETAIL [[[[[[]]]]]]]]]	PERIOD SCORECARD 226	7/31/20XX ACME WIDGET, REDTOWN			31/20XX ACME WIDGET, REDTOWN			31/20XX ACME WIDGET, REDTOWN			31/20XX ACME WIDGET, REDTOWN	31/20XX ACME WIDGET, REDTOWN	SHOW DAILY DETAIL 238 SH		REMOVE SCORECARD FOR THIS BADD EMPLOYEE	244
	EMPLOY	PRO	SUPERVISOR	START DATE:	· • · · · · ·	EMPL		224	7		2		7	<u> </u>	7	2	7			<u>]</u>	REM	

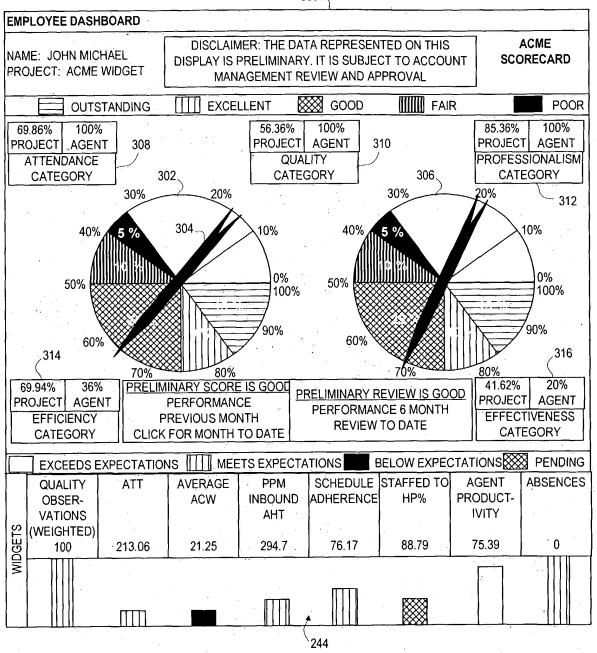


FIG. 4

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<i>J</i>	ge. If this discussion has NOT t		*	uęty:	
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FIG. 5

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FIG. 7

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Employee: A									Tenure:		7 Years and 93 Davs	.93	
Supervisor: B							· /		Project:				
Month Of: June, 2003									Scorecard:	card: BA			
,	Point				-	Week 1	Week 2	Week 3	Week 4	Week 5		MTD	Points
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			1614 - Weekly Scorecard	11322; 7/9/20
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FIG. 9

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FIG. 10

Employee Review Rankings From 6/1/2003 to 6/30/2003

Disclaimer: The data represented in this report is PRELIMINARY and it is subject to Account Management review and approval.

Project Code: BA	Rev	iew Type: Mon	thly		
<u>Agent</u>	<u>Supervisor</u>	Score %	<u>Rank</u>	Rating	٠,
Gr	Bi	87.00%	1	5	
Kn '	St	86.20%	· 2	5	
Вє	K€	85.00%	3	5	
Va	Ke	83.44%	4	5	
Mε	Sı	83.33%	5	. 5	
Nic	St	83.00%	6	5	
Nc	W	82.00%	7	5	
He	: Bi	81.00%	8	4	

FIG. 11

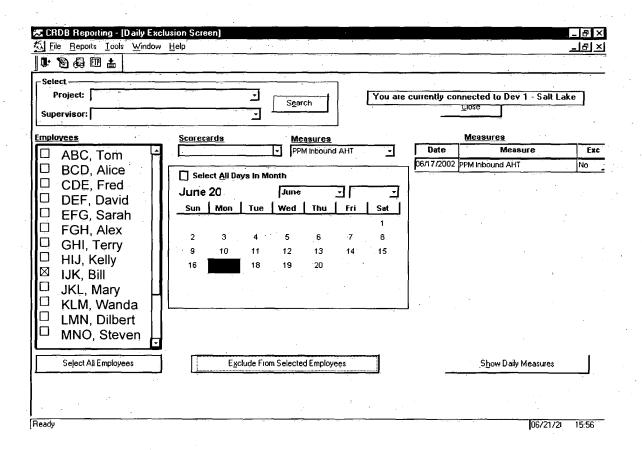


FIG. 12

PPM Trending Report June, 2003 Run Date: July 16, 2003 16:58:45

## Attendance At	Parm Date: June 30.	June 30.																•			
Agents Total for % Feetback May Jun Change Cha	110)	Titogiana	Assigned	June	Atte	ndance		Quality		Profes	sionalis	E	Effic	Efficiency	w	Effectiveness	ssau	ŏ	Overall Rating	iting
77 83.68 93.75 96.00 -% 56.52 57.82 2% 103.00 97.50 100.00 .82.31 82.31 62.51 0% 49.23 53.85 5% 103.00 100.00 98.21 72.31 70.77 -2% 59.69 59.46 0% 100.00 98.46 100.00 78.46 76.15 -2% 62.54 49.92 -13% 100.00 98.46 93.22 93.33 88.00 -5% 58.88 80.00 21% 100.00	2	910	T Description	5 #	Agent % Feedback Complete	Мау	Jun Cha		Jun	++· % Change		Jun Cha		May Ju	Jun Change	ae May	y Jun	+/- % Change	May	Jun	+1- % Change
98.58 93.75 90.00 -3% 55.52 57.82 2% 103.00 97.50 97.50 100.00 97.50 98.21 72.31 70.77 -2% 59.69 59.46 6% 103.00 100.00 100.00 78.46 76.15 -2% 62.54 49.92 10% 100.00 100.00 98.46 93.22 93.33 88.00 -5% 58.83 80.00 21% 100.00 10				11						i	i										
100.00 82.31 82.31 0% 49.23 53.85 5% 103.00 100.00 98.21 72.31 70.77 -2% 59.69 59.46 0% 100.00 100.00 100.00 78.46 76.15 -2% 82.54 49.92 -13% 103.00 98.46 93.22 93.33 88.00 -5% 58.88 80.00 21% 100.00 100.0			B.	ထ	88.58	93.75		i i	92 57.82		100,00			50.00 53.75	t I	4% 51	51.25 46.25	25 -5%	64.28	3 61.56	-3%
98.21 72.31 70.77 2.2% 59.69 59.46 0% 100.00			ie.	13	100.00	.82.31			23 53.85		100,001		5 %0	59.23 60	50.00	1% 55.	55.38 45.38	38 -10%	61,85	62.05	0%
100.00 78.46 76.15 -2% 62.54 49.92 -13% 100.00 98.46 93.22 93.33 88.00 5% 58.88 80.00 21% 100.00 100.00 96.63 74.62 76.92 2% 58.23 50.85 7% 0.00 100.00 11			Ke	13	98.21	72.31	i d		.69 59.46		100.001		9 %0	62.31 6	61.54 -1%	1 1	54.62 53.85	35 -1%	6 64.75	63.59	30
93.22 93.33 88.00 -5% 58.88 80.00 21% 100.00 100.00 10.00 100.00 10 56.83 74.62 75.92 2% 58.23 50.85 -7% 0.00 100.00 11			Š	13	100.00	78.46			54 49.92					59.23 60	60.00	1% 64	64.62 66.15	15 2%	6 67.30	3 :63.67	. 4%
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80,63 84,17 3% 51,08 62,08 11% 100,00 100,00,			WAII	12	91.67	80.63	84.17	3% 51	.08 62.08		100:001		0% 5	53.33 5	57.50 4	4% 50	50.83 48.33	33 .3%	6 .59.58	63.96	4%

FIG. 13

		ccount Report: From: 08/01/2002 To: 08/10/2002		Participate despring and prediction of the form of the control of	Multi	Time Coaching Training Media Clerical	00:00: 00:00: 00:00:	19:33 : 00:00 : 00:00	00 (05/16 (00/00 (00/00 (00/00)))	24.04 :00:00 :00:00	8000	.08:13 :00:00 :00:00	25 12:05:27 :40:06 :10:23 115:56:04	Average Average Average	ge Average Cali Handle Cali Handle Extr. In Extr. Out ne Wait Time with Hold w/o Hold Time Time	01:30 03:55	05:37	00:00: 95:00: 00:00:	.02.17 .03.38 .03.29 .00.00 .12.51 .03.47 .03.43 .00.00	.01:50 .02:33 .02:27 .10:37 .03:54 .03:42	00:04 :03:04 :02:54 :00:09		. 001,20 : 02.15 : 02.12 : 001.19 : 02.14 : 001.00	01.54 :02.46 :02.39 :00.00			101.56 103.58 103.43 in the first of the fir	02:14 06:40 05:26 00:00	Page 4 of 9
		Account Report From: 08:01/2002		Time in AUX Reason Code		.00:00 .00:00	-		00:00: 00:00:		00:00: 00:00:		:14:28 :27:25		ACW Average Time Hold Time	:00:56 :01:03		, -	00:12 00:48	00:08 00:40		00:06 00:28	300:1000:16		00:14 00:19		00:04 01:26		09/16/02 17:22 Pag
				Tier		Meeting Break			00:00: 00:00:			00:00	:00:56 19:22:39		Talk Time w/o Hold	02.45	0.50 10.50	03:49	03:32	02:19		02.48	02:02	05 30	93.31	.03:12	88 K	04:09	v60
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		+ 12+ +			Not	Defined 33.54	203:00	7:08:18	4:29:18	259.47	24208	24216	113:40:03	Average	Calls per Hour	11	. •	60 (. 4	* *	13	ស ស	17	. 6	5 4	2 4	55	تت. (in HEMM:SS fo
-			Account Name:	Validation of table proximates	AUX	Totals							Total:	3	Averages														*** Note: Times are in HEMM:SS format! ***
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FIG. 14

PPM Acknowledgement Detail Report

From 6/1/2003 to 6/30/2003

Code	Code Project Description		Supervisor	Agent	Event #	Event # Acknowledgement Type	Status A	Status Acknowledged By	•
B/			ا ا	ŏ	979641	Observation - Agent	Closed So	0(
					11322	Weekly Scorecard	Closed	So	
					11324	Weekly Scorecard	Closed	So	
				•	11322	Final Monthly Scorecard	Closed	So	
						Monthly Review	Closed So	00	
					11322	Weekly Scorecard	Closed	So	
					11322	Weekly Scorecard	Closed So	90	
					11322	Weekly Scorecard	Closed So	00	
A A		Subtotal			7				

FIG. 15

Grand Total

PPM Acknowledgement Summary Report by BU From 6/1/2003 to 6/30/2003

				1		Complet	ted Ackin	Completed Acknowledgements	ents	
		4	Acknowledgements	ents	SPC		=		Agent	=
BU		Pending	Total	% Complete	=== ==	%	71	%	# #=	
A!		22,359	73,516	969.69	1,114	1.52%	15	0.02%	50,028	68:0
ŭ		706	9711	92.73%	5,472	56.35%	115	1.18%	3,418	35.2
~ ~	-	10,031	55,214	81.83%	4,115	7.45%	477	0.86%	40,591	73.5
**		180	498	63.86%	33	6.63%	.0	%00.0	285	57.2
čά	*	4.492	9,285	51.62%	341	3.67%	0	%00'0	4,452	47.9
35	!	17,585	52,003	66.18%	4.725	%60.6	181	0.35%	29,512	29.7
Grand Total	,	55,353	200,227	72.35%	15,800	7.89%	788	0.39%	128,286	64.0

FIG. 16

Employee Reviews			
Project:	Ţ € <u>M</u> on	nthly	<u>A</u> dd
Employee:	」「Sen 子 C Bott	ni-Annual Search	<u>S</u> ave
Start Date Finish Date	<u> </u>		<u>C</u> ancel
Detail			
Group Id: 401 - Attendance	3	Review Type: Monthly	
Review Date: 07/31/2001 Grade: 5.0	Rating:	0.25 Comment	8
Group Id: 401 - Attendance	<u> </u>	Review Type: Monthly	<u> </u>
Review Date: 07/31/2001 Grade: 5.0	Rating:	0.25 Comment	s
Group Id: 401 - Attendance		Review Type: Monthly	<u> </u>
Review Date: 07/31/2001 Grade: 5.0	- Rating:	0.25 Comment	s
Group Id: 401 - Attendance	<u> </u>	Review Type: Monthly	E
Review Date: 07/31/2001 Grade: 5.0	- Rating:	0.25 Comment	ls

FIG. 17